

# Appendix 12-A

## Draft Job Description

### Employment Readiness Specialist

**Department of Veterans Affairs  
Veterans Benefit Administration  
Vocational Rehabilitation and Employment Program**

#### **Employment Readiness Specialist GS-12 Job Description**

##### **Overview**

Working under the direction of a VR&E Officer, and with latitude to exercise independent judgment, the Employment Readiness Specialist (ERS) provides job readiness and job-seeking services to Chapter 31 disabled veterans to enhance their competitiveness in the labor market. These services may be performed at the time the veteran enters the VR&E program or at any time that is appropriate along VR&E's Five-Track Employment Process. The ERS may also provide these services to Chapter 36 veterans when appropriate as in group settings, but Chapter 31 veterans have priority, especially in one-on-one services.

##### **Duties and Responsibilities**

1. Serves as the "triage" team leader to help disabled veterans make an "informed choice" regarding the appropriate track that best meets their needs with the understanding that veterans can move between tracks. The other members of the team are the Vocational Rehabilitation Counselor (VRC), the Marketing and Placement Specialist (MPS) and the Independent Living Specialist (IL) if appropriate.
2. Conducts employment-focused orientation for disabled veterans.
3. Provides rapid access to employment evaluation activities – employment needs analysis.
4. Conducts pre-employment Job Readiness Evaluation.
5. Identifies, with the Vocational Rehabilitation Counselor and the Marketing and Placement Specialist, the most common job readiness and job-seeking needs of veterans preparing to re-enter the workforce and provides the appropriate one-on-one services to disabled veterans. These services may include but not be limited to:
  - Resume preparation
  - Interviewing assistance
  - Career search activities
  - Discussion of disability and related accommodations
  - Assistive technology needs
  - Labor market information
  - Re-employment information, assistance and/or referral
  - Self-directed job search via networking and electronic databases
  - Follow-up on interviews and other job search activities
6. Conducts employment readiness classes (in addition to the one-on-one sessions noted above) with veterans ready to go to work but lacking important traits in employment readiness. Classes will be conducted at the base of operation on a

routine basis. They will also be conducted throughout the regional office jurisdiction based on clustered job readiness needs of the veterans as identified by VRCs, MPSs or ERSs. Remote site classes may be conducted via video conferencing to minimize travel time.

7. Incorporates VR&E and other online resources into all aspects of service delivery – orientations, workshops, one-on-one sessions.
8. Prepares and provides labor market information briefings to counselors.
9. Provides Employment Services Performance Data for local office.
10. Maintains and continually updates a database of job-ready disabled veterans.
11. Maintains any program and administrative data required for CWNRS.
12. Assists in developing an effective employment services delivery plan for the local VR&E office with emphasis on partnerships with DVOPS, state VR, One Stop Career Centers and others.
13. Develops job clubs, job labs, or job readiness resource rooms for use by veterans in job readiness preparation and self-directed job search.
14. Provides support to VR&E staff and job seeker regarding job development, community resources, applicable computer software, and Internet services.
15. Assists the Marketing and Placement Specialist with disabled veterans' job referral, follow-up on job interviews, job placement, and post-hire follow-up to ensure maximum communication in the hiring and retention process.
16. Facilitates the job accommodation process in concert with both the VRC and the Marketing and Placement Specialist.
17. Facilitates the development of local job readiness networks and resources for areas of assignment beyond the direct service delivery area.
18. Develops an inventory of local self-employment resources, including Small Business Administration programs, services, and partners.

**Factor 1: Knowledge, Skills and Abilities Required by the Position**

- Knowledge of team dynamics and skill in building and leading a team.
- Skill in balancing different views and positions and helping people make decisions.
- Skill in one-on-one counseling and interviewing.
- Responsiveness to needs of veterans with service-connected disabilities.
- Knowledge of the re-employment rights of National Guard members and Reservists and the responsibilities of employers.
- Knowledge of employment resources, resume writing, job interviewing techniques.
- Ability to research and conduct job-ready workshops.
- Ability to communicate with people at all levels and to reach out to other agencies, organizations, and companies to get resources and set up collaborative projects.
- Knowledge of local labor market and ability to keep current on economic and labor market trends.
- Basic knowledge of assistive technologies and other accommodations.
- Competence on a computer and experience in Internet search.

**Factor 2: Supervisory Controls**

This position is under the general supervision of the Vocational Rehabilitation and Employment Officer. The incumbent performs the full range of duties with minimal

supervisory guidance. The VR&E Officer provides administrative direction and assists the ERS in achieving measurable outcomes in job readiness services.

VR&E will write the other factors:

Factor 3: Guidelines, Factor 4: Complexity, Factor 5: Scope and Effect, Factor 6: Personal Contacts, Factor 7: Purpose of Contacts, Factor 8: Physical Demands, and Factor 9: Work Environment.

# Appendix 12-B

## Draft Job Description

### Marketing and Placement Specialist

**Department of Veterans Affairs  
Veterans Benefit Administration  
Vocational Rehabilitation and Employment Program**

#### **Marketing and Placement Specialist (MPS) GS-12 Job Description**

##### **Overview**

Working under the direction of a VR&E Officer, and with latitude to exercise independent judgment, the Marketing and Placement Specialist (MPS) has a twofold focus: 1) the development of employer partnerships or contacts with companies that have staffing patterns that meet the needs of disabled veterans served by VR&E and 2) the successful placement of veterans into job vacancies developed with those employers or identified through networking with other resources such as the state employment service, state vocational rehabilitation, state directors of veterans affairs, One-Stop Career Centers, or DVOPS.

##### **Duties and Responsibilities**

1. Serves on the “triage” team to help disabled veterans with “informed choice” into the appropriate track that best meets their needs. The other members of the team are the Vocational Rehabilitation Counselor (VRC), the Employment Readiness Specialist (EPS) and the Independent Living Specialist (ILS) if appropriate.
2. Focuses on ability, not disability, when working with the job-seeking veteran and the potential employer.
3. Markets to targeted employers based on vocational goals of the job-ready disabled veterans. This marketing will include:
  - Identification of key contacts who make hiring decisions within the company
  - Identification of the staffing patterns and job vacancies within the company
  - Identification of employer hiring pre-requisites
4. Markets and provides special employer incentives such as on-the-job training reimbursement and available tax credits.
5. Provides re-employment information, assistance and/or referral.
6. Incorporates VR&E Website, electronic databases, and other online resources into job searches, marketing, and placement activities.
7. Maintains and promotes a positive image of the Vocational Rehabilitation and Employment program through active networking and ongoing contacts in support of a successful outcome for job placements. Brings together the job seeker and the employer and works with the Job Readiness Specialist to provide the veteran with resources needed to obtain and maintain employment.
8. Stays abreast of disability legislation, job markets, and effective marketing and promotional strategies. Educates employers regarding reasonable accommodation and rehabilitation technology accommodations.

9. Places qualified veterans into job vacancies developed with employer contacts, or through the state employment service offices and DVOPS, or through local collaborative networks.
10. Develops partnerships with the Department of Labor, Small Business Administration, local and state agencies, and private sector businesses and employment services. Assists members of the employment community to hire from the trained, job-ready applicant pool.
11. Troubleshoots problems in order to ensure job retention and responds in a timely fashion to both the employer and the disabled veteran.
12. Follows up 90-day post placement, with subsequent follow-up after case closure if requested.
13. Maintains employment activities data base.
14. Maintains any program and administrative data required for CWNRS.
15. Assists in developing an effective employment services delivery plan for the local VR&E office with emphasis on partnerships.
16. Markets to and becomes initial "point of contact" for employers who need assistance with return-to-work cases of disabled veterans whose job is affected by disability.
17. Facilitates the creation of local job development and placement networks.
18. Provide necessary services to employers in the re-employment track.
19. Works with the Employment Readiness Specialist, VRC, and/or the ILS to provide necessary self-employment services.

#### **Factor 1: Knowledge, Skills and Abilities Required by the Position**

- People skills – ability to connect with eligible veterans and with employers.
- Ability to work independently and as part of a team.
- Enthusiasm and commitment to developing job leads and placing the veteran in suitable employment.
- Skill in one-on-one counseling and interviewing.
- Responsiveness to needs of veterans with service-connected disabilities.
- Knowledge of the re-employment rights of National Guard members and Reservists and the responsibilities of employers.
- Knowledge of employment resources, resume writing, job interviewing techniques, and self-employment resources.
- Ability to communicate with people at all levels and to reach out to other agencies, organizations, and companies to get resources and set up collaborative projects.
- Knowledge of local labor market and ability to keep current on economic and labor market trends.
- Basic knowledge of assistive technologies and other accommodations.
- Competence on a computer, the Internet, and TTY.

#### **Factor 2: Supervisory Controls**

This position is under the general supervision of the Vocational Rehabilitation and Employment Officer. The incumbent performs the full range of duties with minimal supervisory guidance.

The VR&E Officer provides administrative direction and assists the Marketing Placement Specialist in achieving measurable outcomes such as number of jobs leads developed, number of veterans assisted, number of veterans put in jobs either directly or

indirectly, and number of employer accounts or contacts (unduplicated count) and the number of work activities with these employers. The employee has the responsibility for independently planning, designing and implementing the duties of this position.

VR&E will write the other factors:

Factor 3: Guidelines, Factor 4: Complexity, Factor 5: Scope and Effect, Factor 6: Personal Contacts, Factor 7: Purpose of Contacts, Factor 8: Physical Demands.

**Factor 9: Work Environment**

The employee must be willing to travel and work unusual hours as needed to accomplish employment placements. The employee will be assigned a manageable territory in the region with the most opportunities for the type of employer development that meets the needs of the “job ready” veterans. This may or may not be in the same location as the Employment Readiness Specialist. Region-wide employer development and placement assistance will now require the development of stronger local networks by the Marketing and Placement Specialist beyond their service area. The service area will include a territory within the region within which the MPS does active employer contact in order to minimize travel time. Beyond that area, the MPS will establish networks to facilitate employer development, dialoguing with that network to link disabled veterans to available job leads.

# Appendix 12-C

## Draft Job Description

### Independent Living Specialist

**Department of Veterans Affairs  
Veterans Benefit Administration  
Vocational Rehabilitation and Employment Program**

#### **Independent Living Specialist GS-12 Job Description**

##### **Overview**

Working under the direction of a VR&E Officer, and with latitude to exercise independent judgment, the Independent Living Specialist (ILS) is the specialized Rehabilitation Counselor or Social Worker who has an in-depth understanding of all core services, advocacy, community resources, outreach, and technologies that empower severely disabled veterans to live independently within the community. In addition, the ILS should always consider employment as a possible outcome due to the availability of new, innovative assistive technology and the veteran's own desire to work. The ILS, preferably a veteran, may have personal or professional experience in living with a disability.

##### **Duties and Responsibilities**

1. Serves on the "triage" team as appropriate to help disabled veterans with "informed choice" into the appropriate track that best meets their needs. The other members of the team are the Vocational Rehabilitation Counselor (VRC), the Job Readiness Specialist, and the Marketing and Placement Specialist (MPS).
2. Has knowledge of disability issues and a commitment to the Independent Living philosophy.
3. Promotes the independence of veterans with disabilities by facilitating and supporting their full integration and participation in all aspects of community life.
4. Ensures that veterans with disabilities have the same rights, options, and control over choices in their lives as do people without disabilities.
5. Develops and oversees the implementation of the Independent Living Plan in partnership with the veteran.
6. Arranges and oversees the delivery of core services as needed – needs assessment, information and referral to appropriate resources, benefits, housing assistance, personal assistant registry, transportation, assistive technology, independent living skills training, self-employment, and employment services when appropriate.
7. Provides periodic follow-up and updates services and supports to ensure success of IL goal.
8. Is knowledgeable of basic assistive technologies and keeps updated on new developments and approaches. This includes low-tech devices such as canes, ramps, and reaching tools, as well as high tech equipment such as augmentative



- communications devices, adaptive computer equipment, durable medical equipment and more.
9. Provides or secures training on IL services, devices, and updated approaches for VR&E counselors and other staff as needed.
  10. Advises or brings in experts to advise counselors and procurement staff on assistive technology and other equipment as needed.
  11. Develops a peer support program, including local policies and procedures.
  12. Provides advocacy, community education, and outreach services.
  13. Networks with all persons and organizations that supply resources and services to persons with disabilities in the service area.
  14. Works with community leaders to increase awareness and open up opportunities for veterans with severe disabilities.
  15. Works with the Job Readiness Specialist and the Marketing Placement Specialist to develop employment and self-employment opportunities as needed.
  16. Provides IL Performance Data and any other data needed for local office.
  17. Maintains and continually updates a database of veterans who have achieved independent living.
  18. Maintains any program and administrative data required for CWINRS.

**Factor 1: Knowledge, Skills and Abilities Required by the Position**

- Knowledge and ability to work as part of highly-motivated rehabilitation team.
- Self-motivated with good organizational and coordination skills.
- Skill in one-on-one counseling and interviewing.
- Responsiveness to needs of veterans with service-connected disabilities.
- Experience and/or training in service delivery to persons with disabilities and their families.
- Ability to successfully relate to and communicate with people with disabilities, their families, other organizations, agencies, volunteers, and stakeholders.
- Knowledge of federal, state, and private/nonprofit organizations that provide benefits or services to persons with disabilities.
- Ability to reach out to other agencies, organizations, and companies to get resources and set up collaborative projects.
- Familiarity with federal and state laws, regulations, and programs that impact the IL community.
- Knowledge of medical terminology and awareness of cultural and social issues pertaining to the IL community.
- Competence on a computer, the Internet, standard office equipment, and TTY.

**Factor 2: Supervisory Controls**

This position is under the general supervision of the Vocational Rehabilitation and Employment Officer. The incumbent performs the full range of duties with minimal supervisory guidance. The VR&E Officer provides administrative direction and assists the Independent Living Specialist in achieving measurable outcomes in providing IL services and all attendant duties.

VR&E will write the other factors:

Factor 3: Guidelines, Factor 4: Complexity, Factor 5: Scope and Effect, Factor 6: Personal Contacts, Factor 7: Purpose of Contacts, Factor 8: Physical Demands, and Factor 9: Work Environment.